



Local Law 68 (2005)
Accessible Water Borne Commuter Services Facilities Transportation Act
New York City Department of Transportation
Report for July 1, 2014

Section 19-711 of the New York City Administrative Code sets forth the semi-annual reporting requirements for Chapter 7 of Title 19 within the Administrative Code, also known as the Accessible Water Borne Commuter Services Facilities Transportation Act. In accordance with such reporting requirements, the New York City Department of Transportation (DOT) Ferry Division hereby submits the following:

Staten Island Ferry:

1. Violations, Fines, Complaints and Litigation:
Two (2) 311 Service Requests and one (1) ARTS Case – see attached.
2. Safety and Training Procedures Implemented Pursuant to §19-708:
In July 2005, the Ferry Division availed itself of an offer made by the Staten Island Center for Independent Living (SICIL) to assist in the development of a training program, which was specifically focused on the disabled. To this end, representatives from SICIL met with DOT and Global Maritime and Transportation School (GMATS) staff and assisted in developing a “disabled component” to the GMATS Training Program. This component has come to be known as the Disability Etiquette Training Course.

These components continue to be integrated into both the Standards of Training, Certification, and Watchkeeping training, which all unlicensed officers are required to attend, and the Crowd Control and Crisis Management training, which all licensed officers are required to attend. The training includes an overview of the broad spectra of disabilities, including what to look for and how to deal with disability related issues during both routine and emergency situations.

As of February 2010 Customer Service Training is now required for all employees that deal directly with the traveling public. Incorporated into Customer Service Training is a portion called Sensitivity Training, wherein the techniques and strategies that are learned are likely to improve interactions between the crews and passengers with disabilities. Sensitivity Training is hosted by the Staten Island Center for Independent Living, a local organization, whose mission is to assist individuals with disabilities in obtaining or maintaining their independence in their community.



When performing scheduled emergency drills for the vessels and shoreside facilities, scenarios have been developed to include rendering assistance to disabled passengers. These scenarios and drills include emergency responses for a variety of potential events including fire, evacuation and general emergencies. The St. George and Whitehall Station Bills identify crew members whose primary emergency response duties are to assist disabled passengers when responding to site emergencies.

3. Other Compliance Information:

The Ferry Division continues to maintain two Talking Kiosks in Whitehall and St. George Terminals. These kiosks were installed in 2007 and 2008, respectively, in an effort to provide directional information to vision-impaired passengers to travel throughout the terminal and to other transit connections through the use of way-finding interactive software.

In addition to the Talking Kiosks, the Staten Island Ferry has worked with the Staten Island Center for Independent Living to create food and drink menus in Braille. These menus are available at the snack bar aboard the vessels. Also, as terminal retail space is filled, we anticipate working with tenants in offering Braille menus for their venues as well. Furthermore, as of March of 2010, Ferry schedules are offered in Braille and in six (6) foreign languages such as Italian, Spanish, Chinese, Haitian, Korean and Russian. In March of 2011 other documents were made available in Braille, including ferry safety announcements and fire/emergency procedures.

Private Ferries:

1. Violations, Fines, Complaints and Litigation:
None.

2. Safety and Training Procedures Implemented Pursuant to §19-708:
All ferry boat operators that use DOT-owned ferry landings must obtain landing slot licenses from DOT. These licensees are required to comply with all applicable laws, including §19-708 of the Administrative Code.

3. Other Compliance Information:
DOT, in cooperation with the Economic Development Corporation (EDC), continues to provide accessible ambulette service at the Yankee Stadium ferry landing on a seasonal basis. Mechanized bow-loading slips continue to be in use at Pier 11 (total of six), E. 34th Street (total of two), and Slip 5 of the Battery Maritime Building (total of one). Mechanized side-loading slips continue to be in use at Pier 11 (total of four) and E. 34th Street (total of two). There is currently a wheelchair lift on site at East 90th Street.



Additionally, two push button operated ADA automatic doors were recently added at the east and west entrances of the Terminal at Pier 11.

DOT budgeted \$14 million for Fiscal Year 2008 towards adapting city-owned commuter ferry facilities to comply with Chapter 7 of Title 19 of the Administrative Code. EDC retained the services of a team of architectural/engineering consultants to design the required improvements. The design team has investigated current conditions, evaluated the landings in terms of necessary improvements, met with disability advocate groups, and developed designs for the modification of the facilities. Construction of modifications at Pier 11 began in the fall of 2009, work at E. 34th Street in the summer of 2010, and work at E. 90th Street and Yankee Stadium in the fall of 2011. All construction was completed by year end 2012. Efforts were made to achieve the maximum amount of compliance feasible during this period.

A handwritten signature in blue ink, appearing to read "Dennis M. ...", written over a horizontal line.

Deputy Commissioner
Ferry Division

DOT Ferry

WHAT	WHERE	*WHO	HOW RESOLVED
<p>* Complaint Type: Ferry Complaint</p> <p>* Descriptor 1: General Complaint</p> <p>* Complaint Details: on wednesday evening about 5:45pm the manhattan side manhanntan the staten island ferry terminal a worker told me that i could not get on to the lower level coming on from the street , i showed my him my hang tag and my on street parking permit but he stated i need a letter from janet. i explained to him this was not so. so after some back and forth eh said he was going to make an exception for me and let me on .but here should be no exception i want this to be the rule so no other disabled person has to go thru this hassle.</p> <p>* Date/Time of Incident: 6/25/2014 05:45:45 PM</p>	<p>* Location Type: Terminal</p> <p>* Ferry/Terminal Name: Whitehall Terminal (Manhattan)</p> <p>* Ferry Direction: N/A</p>	<p>Customer Last Name: WILLIE</p> <p>Customer First Name: ROYAL</p> <p>Daytime Phone #: (718) 982-1918</p> <p>Evening Phone #:</p> <p>Customer Email Address: N/A</p> <p>Customer Address: 269 BARD AVENUE, 2</p> <p>City, State Zip Code: STATEN ISLAND, NY 10310</p> <p>Language Need:</p>	<p>* Complaint Type Confirmed: Ferry Complaint</p> <p>* Descriptor 1 Confirmed: General Complaint</p> <p>Resolution Action: Customer Contacted/Info Given</p> <p>Resolution Action Updated: 6/30/2014 12:14:46 PM</p> <p>Resolution Description: The Department of Transportation contacted the customer and resolved the service request or provided the information requested.</p> <p>Time to Action: Closed - No Further Updates</p> <p>Resolution Last Updated By: JPODLUBNY</p> <p>Notes to Customer: Please obtain a doctors note and fax to 718-876-5715. This will allow you to obtain a pass in regards to your disability and allow you to board from the lower level.</p>
			<p>Duplicate: No</p> <p>Parent SR #:</p>

DOT Ferry

WHAT	WHERE	*WHO	HOW RESOLVED
<p>*Complaint Type: Ferry Complaint</p> <p>*Descriptor 1: General Complaint</p> <p>*Complaint Details: PASSENGERS ARE NOT GIVEN ENOUGH TIME TO GET ON THE FERRY. I HAVE SEEN PLENTY OF PEOPLE HAVE THE DOOR CLOSED ON THEM BEFORE GIVING THE PEOPLE TIME. PEOPLE HAVE TO RUN TO THE BOAT. THERE SHOULD BE A 5 MINUTE GRACE PERIOD AND THERE ISN'T. THE CREW CLOSES THE DOORS ON CHILDREN, AND DISABLED PEOPLE WITHOUT REGARD TO THEIR SAFETY. THEY ARE NOT NICE.</p> <p>*Date/Time of Incident: 5/21/2014 11:00:40 AM</p>	<p>*Location Type: Ferry</p> <p>*Ferry/Terminal Name: Unknown</p> <p>*Ferry Direction: Staten Island Bound</p>	<p>Customer Last Name: FORD</p> <p>Customer First Name: SABARIN</p> <p>Daytime Phone #: (347) 893-9188</p> <p>Evening Phone #:</p> <p>Customer Email Address: SAVROB1964@GMAIL.COM</p> <p>Customer Address: 73 TAFT AVENUE</p> <p>City, State Zip Code: STATEN ISLAND, NY 10301</p> <p>Language Need:</p>	<p>*Complaint Type Confirmed: Ferry Complaint</p> <p>*Descriptor 1 Confirmed: General Complaint</p> <p>Resolution Action: See Customer Notes</p> <p>Resolution Action Updated: 5/29/2014 03:30:46 PM</p> <p>Resolution Description: The condition has been inspected/investigated, see customer notes for more information.</p> <p>Time to Action: Closed - No Further Updates</p> <p>Resolution Last Updated By: JPODLUBNY</p> <p>Notes to Customer: The ferry needs to adhere to its set schedule, with passenger safety a top priority. Any delays to ferry service may cause additional delays throughout the day; therefore, the boarding doors must close at some point.</p> <p>Duplicate: No</p> <p>Parent SR #:</p>

Case

Staten Island Ferry - Client hurt at the f...

Request Status: Standard Response Due Date: 7/5/2014
 Currently Assigned:  Jason Podlubny Assigned By:  Jason Podlubny


Overview

Case Number DOT-231226-B1N1
Parent Case Y/N No **Child Case Y/N** No **Parent Case**
Short Description Staten Island Ferry - Client hurt at the ferry walkway

Client Details

Client  NEL-IVETH SMALL **Client Type** Citizen
On Behalf Of **VIP** No
Client Email **Client Phone** 3473644684 **Company Name**

Classifications

Case Type Concern **Addressed To** 311 **Channel** Phone
Priority Normal **Seibel SR #** 1-1-976745713 **Mayor's #**
Case Topic  Pedestrian Walkway **Issue**
Press No **Multi-Issue** No **Multi-Master**
Translation Needed No **Title VI** No

Dates & Details

Dates

Request Date 6/5/2014 **Date on Letter** **Received Date**
Ack Due Date 6/19/2014 **Ack Sent** 6/6/2014 **Days to Acknowledge** 0
Completion Timeframe 4 Weeks **Date Assigned** 6/6/2014 **Days to Close**
 Due Date 7/5/2014

Request Details

Public
Public Details

Determination

Working Notes

Title: Note created on 7/2/2014 1:48 PM by Jason Podlubny

Note created on 7/2/2014 1:48 PM by Jason Podlubny

Edited 7/2/2014 1:48 PM by Jason Podlubny

Closing case. JP

Title: Note created on 7/2/2014 1:44 PM by Jason Podlubny

Note created on 7/2/2014 1:44 PM by Jason Podlubny

Edited 7/2/2014 1:44 PM by Jason Podlubny

Complainant contacted (left voicemail) - Stated that no report was filed due to the client refusing medical attention, other than a band aid. After speaking with Captain and Deckhand who stated; client had a couple of scratches and were cleaned and received a band aid walked away under her own power with no assistance necessary.

Title: Note created on 6/19/2014 1:07 PM by Jason Podlubny

Note created on 6/19/2014 1:07 PM by Jason Podlubny

Edited 6/19/2014 1:07 PM by Jason Podlubny

Complainant contacted for additional information while investigation pending.

Title: Note created on 6/10/2014 3:18 PM by Jason Podlubny

Note created on 6/10/2014 3:18 PM by Jason Podlubny

Edited 6/10/2014 3:46 PM by Jason Podlubny

06/10/14 - Sent for investigation

Case Activities

Case Activities

<input type="checkbox"/>	Date Created	Subject	Regarding	Activity Type	Activity Status
<input checked="" type="checkbox"/>	6/5/2014 9:47 AM	City of New York - Corresponden...	Staten Island Fe	E-mail	Completed

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External Tracking Numbers

<input type="checkbox"/>	Number	Number Type
<input checked="" type="checkbox"/>	1-1-976745713	Seibel SR

1 - 1 of 1 (0 selected) Page 1


Request Status	Standard Response	Status (Open/Closed)	Resolved
LegacySystemCaseID		LegacySystemLocatio...	

CALLER HAD AN ACCIDENT ON 4/16/2014 AT 12AM ON THE STATEN ISLAND COMING FROM MANHATTAN CALLER WAS WALKING INTO THE FERRY CALLER WALKS WITH CANE CALLER TRIPPED ON OF THE ENTRANCE AND FELL FORWARD EDDIE CRUZ AND OFFICER MIKE ASSISTED CALLER AND PLACED HER ON THE BENCH CALLER WAS TOLD AN INCIDENT REPORT WAS GONNA BE DONE THE CALLER WAS ASKED MANY QUESTIONS FOR HE REPORT SHE WOULD LIKE A COPY OF THIS REPORT FOR HER REFERENCE CALLER SENT A REQUEST TO DOT BUT WAS SENT A LETTER STATING THE INCIDENT NEVER HAPPENED CALLER NEEDS THIS FOR DISABLE TRANSPORTATION PLZ ADVISE

Private Description


Image Link

Location



Location Type	 Staten Island Ferry			Location Detail			
Borough							
Building Number				Street Name			
From Street				To Street			
City Property ID				Address Validated	No		
Community District				Police Precinct			
LandMarks/Location Notes							
Main Road	No	Service Road	No	Driving Lane	No	Parking Lane	No
North Bound	No	East Bound	No	South Bound	No	West Bound	No
NW Corner	No	NE Corner	No	SW Corner	No	SE Corner	No
North Side	No	East Side	No	South Side	No	West Side	No
Left	No	Right	No	Facing			

Assignment & Status

Assignment

Currently Assigned	 Jason Podlubny	Assigned By	 Jason Podlubny
Unit	 Staten Island Ferry	Division	Customer Service

Status

Request Status	Standard Response	Referred to	
Final Response Team	 Staten Island BC	Response Type	
Modified By	 Jason Podlubny	Modified On	7/2/2014 1:49 PM

Operational Unit

Category		Operations Manager Approval	No
Inspector		External System Tracking Number	
Follow Up By		BETS Codes	